

What is claimed is:

1. A method for effecting a speech-enabled menu, comprising:
 - 5 defining a menu of options to respond to a caller request for information, the options in the menu each having a corresponding information classification;
 - presenting the menu of options to the caller;
 - prompting for selection of a menu option via a
 - 10 caller voice utterance;
 - analyzing the caller voice utterance to identify a selected menu option;
 - associating one or more terms from the caller voice utterance with the information classification
 - 15 corresponding to the selected menu option; and
 - updating a voice utterance glossary with one or more terms associated with the information classification corresponding to the selected menu option.
- 20 2. The method of Claim 1, further comprising comparing one or more aspects of the caller voice utterance with the voice utterance glossary to identify the selected menu option.
- 25 3. The method of Claim 1, further comprising defining the menu of options based on a likelihood of caller selection from the presented menu of options.
4. The method of Claim 3, further comprising
 - 30 defining the menu of options likely to be selected by the caller based on a frequency of information classification selection.

5. The method of Claim 1, further comprising:
determining whether the selected menu option has
associated with it a sub-menu of options; and
presenting the sub-menu of options to the caller for
5 selection therefrom, the options in the sub-menu each
having a corresponding information classification.

6. The method of Claim 5, further comprising
comparing one or more aspects of a caller voice utterance
10 in response to presentation of the sub-menu of options
with the voice utterance glossary to identify a caller
selected sub-menu option.

7. The method of Claim 5, further comprising
15 defining the sub-menu of options presented based on a
likelihood of caller selection from the sub-menu of
options.

8. The method of Claim 7, further comprising
20 defining the sub-menu of options likely to be selected by
the caller based on a sub-menu option information
classification request frequency.

9. The method of Claim 1, further comprising:
25 prompting the caller for feedback regarding caller
experience with the menu of options; and
updating one or more aspects of menu content based
on caller feedback.

10. An information delivery system, comprising:
a selection prediction module operable to predict
one or more menu options likely to be selected by a user;
a menu generation module operable to generate a menu
5 of options including the one or more options likely to be
selected by a user;
an interactive voice response system operable to
communicate the menu of options to a user for selection,
await user selection of an option via DTMF input or user
10 utterance and connect the user to an information module
associated with the user option selection; and
an analyzer module operable to ascertain an option
selection in a user utterance, record user option
selections in one or more option selection histories and
15 consider the one or more option selection histories in
predicting the one or more options likely to be selected
by a user.

11. The system of Claim 10, further comprising the
20 selection prediction module operable to predict the one
or more options most likely to be selected based on a
selection frequency value in the option selection
histories.

25 12. The system of Claim 10, further comprising:
the menu generation module operable to determine
whether user selection from the menu of options suggests
presentation of a sub-menu of options; and
if presentation of a sub-menu of options is
30 suggested, the selection prediction module operable to
predict one or more sub-menu options likely to be
selected by the user.

13. The system of Claim 12, further comprising the analyzer module operable to record user selection from the sub-menu of options in one or more sub-menu selection histories and consider the one or more sub-menu option 5 histories in predicting the one or more sub-menu options likely to be selected by the user.

14. The system of Claim 10, further comprising the analyzer module operable to track user utterance option 10 selections and associate the user utterances with the selected options.

15. The system of Claim 14, further comprising the analyzer module operable to adapt a user utterance 15 selection glossary to recognize expected utterances in accordance with the tracked and associated user utterances.

16. Software for maintaining an option selection menu, the software embodied in computer readable media and when executed operable to:

ascertain a selection frequency for a plurality of
5 menu options;

generate a current menu of options for presentation
to a user based on menu option selection frequency;

present the menu of options for user selection
therefrom;

10 identify an option selection of the user;

record the selection of the user in a selection
frequency record associated with the user selection; and
update a user utterance option selection glossary
with one or more terms from a user utterance menu option
15 selection.

17. The software of Claim 16, further operable to
route the user to a system service operable to provide
the user with support associated with the user selected
20 menu option.

18. The software of Claim 16, further operable to
update the current menu of options when the current menu
of options fails to identify menu options most likely to
25 be selected by a user.

19. The software of Claim 16, further operable to:
associate one or more terms of a user utterance menu
option selection with a menu option task classification;
and

5 update the user utterance option selection glossary
with selected terms associated the menu option task
classification.

10 20. The software of Claim 16, further operable to:
ascertain a user selection frequency for a plurality
of sub-menu options associated with the menu option
selection of the user; and

15 generate a current sub-menu of options for
presentation to a user based on sub-menu option selection
frequency.